

MA Relay 2016 - 2017 FCC TRS Complaint Report

June 2016 - May 2017

Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Description of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
160601-000004	6/1/2016		Tyna	Tyna	*Customer stated they have experienced a long hold time/delay when connecting to Relay.	6/1/2016	Customer Care apologized to the customer and stated information would be forwarded to management. Customer was satisfied. Relay answered 98.8% within 10 seconds for the day.	Technical Complaints	Long Hold Time/Disconnect
160607-000117	6/7/2016	9381	Erica	Erica	*Customer stated the OPR would not answer questions asked by the customer.	6/8/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call and followed proper call procedure. No action was taken with the OPR. Customer was satisfied.	Service Complaints	Miscellaneous
160608-000095	6/8/2016		Janelle	Janelle	*Customer stated OPR did not follow instructions.	6/8/2016	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring to. Customer was notified.	Service Complaints	Miscellaneous
160610-000018	6/10/2016		Tyna	Tyna	*Customer stated their STS call was handled improperly when the OPR did not obtain the correct information.	6/10/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call. Information was forwarded to management; which determined that the CA did follow proper procedure. OPR did not receive refresher training in regards to this issue.	Service Complaints	STS Call Handling Problems
160610-000062	6/10/2016	9025	Tyna	Tyna	*Customer stated the OPR did not follow policy/procedure.	6/13/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call. Information was forwarded to management and OPR received refresher training in regards to this issue. Customer was satisfied.	Service Complaints	Didn't Follow Policy/Procedure
160610-000073	6/10/2016		Janelle	Janelle	*Customer stated the OPR did not keep them informed during their call.	6/10/2016	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring to. Customer was notified.	Service Complaints	OPR Didn't Keep User Informed

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160610-000080	6/10/2016	9146	Tyna	Tyna	*Customer stated their STS call was handled improperly. Customer stated the OPR refused to provide their ID and did not follow instructions.	6/13/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call. Information was forwarded to management; which determined that the OPR did follow proper procedure. OPR did not receive refresher training in regards to this issue.	Service Complaints	STS Call Handling Problems
160612-000015	6/12/2016		Jenn	Jenn	*Customer stated that directory assistance wasn't working properly and requested Customer Care manager's voicemail.	6/12/2016	Customer Care referred the customer to Directory Assistance Customer Service. The customer was transferred to the Customer Care Managers voicemail but they disconnected without leaving a message.	External Complaints	Miscellaneous
160614-000006	6/14/2016		Tyna	Tyna	*Customer stated there we no female OPRs available and management needs to hire more female OPRs.	6/14/2016	Customer Care apologized and explained that calls are handled by the next available OPR and all attempts are made to provide the requested OPRs for the customer's needs. Customer disconnected.	Service Complaints	Miscellaneous
160616-000057	6/16/2016		Carey	Carey	Customer stated they believe there are many issues with the FCC and wished to file a complaint not against Relay.	6/16/2016	Customer Care referred the customer to the FCC and provided the toll free TTY telephone number. Customer was satisfied.	External Complaints	Miscellaneous
160617-000050	6/17/2016		Janelle	Janelle	*Customer stated they wanted to file a complaint.	6/17/2016	Customer Care apologized and requested further information. Customer disconnected before any information could be gathered.	Service Complaints	Miscellaneous
160618-000002	6/18/2016	9251	Brandon	Erica	*Customer stated the OPR was delayed in responding and at times completely unresponsive.	6/20/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call and followed proper procedure. Information was forwarded to management and no action was taken with the OPR. Customer was satisfied.	Service Complaints	Miscellaneous
160620-000124	6/20/2016		Dan	Dan	*Customer stated they have experienced a long hold time/delay when connecting to the Relay.	6/20/2016	Customer Care apologized to the customer and stated information would be forwarded to management. Customer was satisfied. Relay answered 98% within 10 seconds for the day.	Technical Complaints	Long Hold Time/Disconnect

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160622-000091	6/22/2016		Janelle	Janelle	*Customer stated they wanted to file a complaint.	6/22/2016	Customer Care attempted to obtain more information. Customer would not provide further information. Customer disconnected.	Service Complaints	Miscellaneous
160629-000108	6/29/2016		Dan	Dan	Customer stated they are trying to turn off their caller ID blocker by having the OPR dial *82 and it is not working.	6/29/2016	Customer Care explained that the customer would need to dial *82 before dialing to connect to Relay. Customer understood.	External Complaints	Miscellaneous
160630-000021	6/30/2016	9146	Jenn	Jenn	*Customer stated the OPR did not follow policy/procedure.	7/1/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call and followed proper call procedure. The OPR did not receive refresher training in regards to this issue. Customer was satisfied.	Service Complaints	Didn't Follow Policy/Procedure
160701-000023	7/1/2016		Tyna	Tyna	*Customer stated they have experienced a long hold time/delay when connecting to Relay.	7/1/2016	Customer Care apologized and gathered call detail information to forward to the technical department. Technical department was aware of the intermittent service interruption and has resolved the issue. Customer Care suggested that the customer attempt their call again. Customer was satisfied. Relay answered 94.7% within 10 seconds for the day.	Technical Complaints	Long Hold Time/Disconnect
160706-000065	7/6/2016		Jenn	Jenn	Customer stated they have experienced a long hold time/delay when connecting to Relay.	7/6/2016	Customer Care apologized to the customer and stated information would be forwarded to management. Relay answered 95.3% within 10 seconds for the day.	Technical Complaints	Long Hold Time/Disconnect
160711-000065	7/11/2016		Janelle	Janelle	*Customer stated that supervisor informed them that their profile was erased.	7/12/2016	Customer Care apologized and acquired call detail information. Customer Care verified that the customer's profile was still in the database. Information was forwarded to the technical department; which verified the OPR had processed the call. Information was forwarded to management; which determined that the OPR and Supervisor followed proper procedure. OPR did not receive refresher training in regards to this issue.	Service Complaints	Miscellaneous

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160711-000078	7/11/2016		Janelle	Janelle	*Customer requested to file a complaint.	7/11/2016	Customer Care attempted to obtain call information. Customer did not provide call details. Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring to.	Service Complaints	Miscellaneous
160715-000049	7/15/2016		Jenn	Jenn	*Customer stated their phone number is listed as a private number, however identifies to Mass Relay and to the people they are calling.	7/15/2016	Customer requested this information be forwarded to management and disconnected the call before Customer Care could refer them to their phone service provider. Customer's concern was forwarded to management.	External Complaints	Miscellaneous
160721-000008	7/21/2016		Tyna	Tyna	*Customer stated their STS call was handled improperly as the OPRs were giving different state greetings.	7/21/2016	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring to. Customer was notified.	Service Complaints	STS Call Handling Problems
160721-000088	7/21/2016	9075 F	Tyna	Tyna	Customer stated their STS call was handled improperly the OPR would not revoice as instructed.	7/21/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call. Information was forwarded to management; which determined that the OPR did follow proper procedure. OPR did not receive refresher training in regards to this issue.	Service Complaints	STS Call Handling Problems
160722-000009	7/22/2016		Carey	Carey	Customer stated they have been receiving suspicious telephone calls through Relay.	7/22/2016	Customer Care suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Care explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.	Service Complaints	Suspicious/Harassment Call
160723-000015	7/23/2016		Jenn	Jenn	*Customer stated that a company they are trying to reach is having issues with their phone lines.	7/23/2016	Customer Care referred the customer to the company for further assistance. Customer was satisfied.	External Complaints	Miscellaneous

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160724-000014	7/24/2016	4170	Jenn	Jenn	Customer stated the OPR hung up on them.	7/25/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call. Information was forwarded to management; which determined that the OPR did follow proper procedure. OPR did not receive refresher training in regards to this issue.	Service Complaints	OPR Hung Up on Caller
160730-000023	7/30/2016		Janelle	Janelle	*Caller was upset that Customer Care Representative did not provide Customer Care Manager's schedule.	7/30/2016	Customer Care apologized and advised that this information would be forwarded to the manager who acknowledged its receipt. Customer was satisfied.	Service Complaints	Miscellaneous
160802-000078	8/2/2016		Dan	Dan	*Customer stated the OPR hung up on them.	8/3/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call. Information was forwarded to management; which determined the OPR followed proper procedure. The OPR did not receive refresher training in regards to this issue.	Service Complaints	OPR Hung Up on Caller
160805-000034	8/5/2016		Tyna	Tyna	Customer stated when calling STS the OPRs are unable to hear them.	8/9/2016	Customer Care apologized an attempted to obtain call details. Information was forwarded to technical which determined multiple calls were processed on date in question with multiple OPRs. Two calls were identified as problems with the customer's telephone line/connection. Customer was advised at the time of those calls to dial back into Relay for a better connection. Customer was satisfied.	Technical Complaints	Tech Issues STS Problem
160809-000003	8/9/2016	9379	Mollie	Mollie	*Customer stated the OPR did not follow policy/procedure.	8/10/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call. Information was forwarded to management ; which determined that the OPR did follow proper procedure. OPR did not receive refresher training in regards to this issue.	Service Complaints	Didn't Follow Policy/Procedure
160809-000048	8/9/2016		Carey	Carey	*Customer stated they have experienced a long hold time/delay when connecting to Relay.	8/10/2016	Customer Care apologized to the customer and stated information would be forwarded to management. Customer was satisfied. Relay answered 99.5% within 10 seconds for the day.	Technical Complaints	Long Hold Time/Disconnect

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160810-000023	8/10/2016		Carey	Carey	*Customer stated their STS call was handled improperly. Customer became argumentative with Customer Care and refused to provide call details. Customer then asked to speak to a Supervisor.	8/10/2016	Customer Care transferred the call to the Customer Care Supervisor, whom apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring too.	Service Complaints	STS Call Handling Problems
160810-000024	8/10/2016	9388	Tyna	Tyna	*Customer stated their STS call was handled improperly and stated the OPR asked to clarify if the number to dial was in their speed dial.	8/11/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call. Information was forwarded to management; which determined that the OPR did follow proper procedure. OPR did not receive refresher training in regards to this issue.	Service Complaints	STS Call Handling Problems
160810-000026	8/10/2016		Tyna	Tyna	*Customer requested to file a general complaint against Relay.	8/10/2016	Customer Care gathered the customer's information and advised management would be notified. Management acknowledged receipt of the information. Customer was satisfied.	Service Complaints	Miscellaneous
160810-000027	8/10/2016	9022	Tyna	Tyna	*Customer stated their STS call was handled improperly the OPR did not provide the number customer requested from their speed dial.	8/11/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call. Information was forwarded to management; which determined that the OPR did follow proper procedure. OPR did not receive refresher training in regards to this issue.	Service Complaints	STS Call Handling Problems
160810-000025	8/10/2016		Janelle	Janelle	*Customer stated that the OPR did not follow instructions.	8/10/2016	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring to.	Service Complaints	Miscellaneous
160810-000073	8/10/2016	9388	Dan	Dan	*Customer stated the OPR did not follow policy/procedure.	8/12/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call. Information was forwarded to management; which determined the OPR followed proper procedure. The OPR did not receive refresher training in regards to this issue.	Service Complaints	Didn't Follow Policy/Procedure

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160810-000074	8/10/2016	9236	Dan	Dan	*Customer stated the OPR did not follow policy/procedure.	8/11/2016	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring to.	Service Complaints	Didn't Follow Policy/Procedure
160815-000024	8/15/2016		Tyna	Tyna	~Customer stated their STS call was handled improperly.	8/23/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR/Supervisor had processed the call. Information was forwarded to management; which determined that the OPR/Supervisor did not follow proper procedure. OPR/Supervisor did not receive refresher training in regards to this issue.	Service Complaints	STS Call Handling Problems
160817-000025	8/17/2016		Tyna	Tyna	Customer stated they are unable to place a long distance call through Relay.	8/17/2016	Customer Care discovered the long distance provider is not yet participating with Relay. Customer Care requested contact information for the telephone service provider and stated Relay would contact the provider to get them to become a participating provider with Relay. Customer stated they may be looking to change carriers in order to place calls to their clients and would call back when they have more information. Customer was satisfied. Customer returned a call and set up a new profile in March of 2017. (Ref # 170307-000061)	Technical Complaints	Carrier Choice Not Available
160818-000083	8/18/2016		Erica	Erica	*Customer requested a different member of Customer Care.	8/18/2016	Customer Care stated they were able to assist and customer disconnected.	Service Complaints	Miscellaneous
160820-000009	8/20/2016	9146	Dan	Dan	*Customer stated they did not want their calls routed to a specific OPR anymore.	8/20/2016	Customer Care explained that we are not able to have calls routed to exclude a specific OPR. Customer stated they wanted to file a second complaint against the OPR instead; however, customer disconnected without providing call details.	Service Complaints	Miscellaneous
160822-000111	8/22/2016		Erica	Erica	*Customer stated they have experienced a long hold time/delay when connecting to Relay.	8/23/2016	Customer Care apologized to the customer and stated information would be forwarded to management. Customer was satisfied. Relay answered 94.4% within 10 seconds for the day.	Technical Complaints	Long Hold Time/Disconnect

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160823-000066	8/23/2016	9108	Dan	Dan	*Customer stated the OPR provided the incorrect information.	8/29/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call. Information was forwarded to management; which determined the OPR followed proper procedure. The OPR did not receive refresher training in regards to this issue.	Service Complaints	OPR Gave Wrong Information
160823-000073	8/23/2016	9381	Dan	Dan	*Customer stated their STS call was handled improperly. Customer stated the OPR did not find the listing they were requesting in their speed dial list.	8/25/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call. Information was forwarded to management; which determined the OPR followed proper procedure. The OPR did not receive refresher training in regards to this issue.	Service Complaints	STS Call Handling Problems
160823-000101	8/23/2016	9381	Dan	Dan	*Customer stated the OPR dialed the incorrect number.	8/30/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call. Information was forwarded to management and OPR received refresher training in regards to this issue. Customer was satisfied.	Service Complaints	OPR Misdialed Number
160823-000102	8/23/2016		Dan	Dan	*Customer stated they have experienced a long hold time/delay when connecting to Relay.	8/23/2016	Customer Care apologized to the customer and stated information would be forwarded to management. Customer was satisfied. Relay answered 96.1% within 10 seconds for the day.	Technical Complaints	Long Hold Time/Disconnect
160824-000035	8/24/2016	9108	Jenn	Jenn	*Customer stated there was static on the line and the OPR could not hear them.	8/24/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified when the OPR processed the call there was static on the customer's end of the line. Customer was referred to their phone service provider. Customer understood.	Technical Complaints	Miscellaneous
160826-000032	8/26/2016	9034 or 9146	Carey	Carey	Customer stated their STS call was handled improperly. Customer stated that the OPR became unresponsive during the call.	8/30/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call. Information was forwarded to management; and OPR received refresher training in regards to this issue. Customer was satisfied.	Service Complaints	STS Call Handling Problems

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160827-000009	8/27/2016		Sam	Sam	Customer stated being asked for a billing method to place a call which should not be long distance.	8/27/2016	Customer Care explained how long distance calls are made/billed through Relay and referred the customer to their telephone service provider for further questions regarding long distance charges. There has been no additional follow up from the customer. Customer understood.	External Complaints	Miscellaneous
160901-000036	9/1/2016	1330	Jenn	Jenn	*Customer stated the OPR did not follow policy/procedure.	9/1/2016	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring to. Customer was notified.	Service Complaints	Didn't Follow Policy/Procedure
160905-000025	9/5/2016		Tyna	Tyna	*Customer stated when dialing STS they are getting a weird noise.	9/5/2016	Customer Care attempted to obtain call details but customer did not know what number they were using to reach STS. Customer Care placed a test call and was able to successfully reach a STS OPR. Customer Care confirmed the toll-free access number to reach STS. Customer stated they would try that number and disconnected.	Technical Complaints	Tech Issues STS Problem
160906-000059	9/6/2016		Dan	Dan	Customer inquired about why the hotkeys on their machine have changed.	9/6/2016	Customer Care referred the customer to MASS EDP for assistance and provided their telephone number. Customer was satisfied.	External Complaints	Miscellaneous
160906-000093	9/6/2016		Dan	Dan	*Customer stated they have experienced a long hold time/delay when connecting to Relay.	9/6/2016	Customer Care apologized to the customer and stated information would be forwarded to management. Customer was satisfied. Relay answered 97.3% within 10 seconds for the day.	Technical Complaints	Long Hold Time/Disconnect
160906-000094	9/6/2016	9381F	Dan	Dan	*Customer stated their STS call was handled improperly. Customer stated the OPR disconnected the call while the customer was still speaking.	9/9/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call. Information was forwarded to management; which determined the OPR followed proper procedure. The OPR did not receive refresher training in regards to this issue.	Service Complaints	STS Call Handling Problems
160907-000058	9/7/2016		Dan	Dan	*Customer stated they have experienced a long hold time/delay when connecting to Relay.	9/7/2016	Customer Care apologized to the customer and stated information would be forwarded to management. Customer was satisfied. Relay answered 95.9% within 10 seconds for the day.	Technical Complaints	Long Hold Time/Disconnect

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160908-000003	9/8/2016	9146	Derek	Derek	*Customer stated their STS call was handled improperly as the OPR would not dial Customer Care, requested a supervisor and then hung up on customer.	9/8/2016	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring too. Customer was notified.	Service Complaints	STS Call Handling Problems
160908-000032	9/8/2016		Tyna	Tyna	*Customer stated their STS calls are being handled improperly and the OPRs need to make sure the correct information is passed on to the next OPRs. Customer wanted information passed on to management.	9/8/2016	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to management which acknowledged receipt of the request. Customer was notified.	Service Complaints	STS Call Handling Problems
160908-000039	9/8/2016	9146	Janelle	Janelle	*Customer stated OPR did not follow their instructions.	9/8/2016	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring to.	Service Complaints	Miscellaneous
160908-000041	9/8/2016		Carey	Carey	*Customer stated their STS call to Customer Care as well as several other calls are being handled improperly. Customer refused to provide call details.	9/9/2016	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring too. Customer was notified.	Service Complaints	STS Call Handling Problems
160909-000060	9/9/2016	9146F	Dan	Dan	*Customer stated their STS call was handled improperly. Customer stated the OPR was talking over the recording and the customer was unable to hear them.	9/9/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call. Information was forwarded to management; which determined the OPR followed proper procedure. The OPR did not receive refresher training in regards to this issue.	Service Complaints	STS Call Handling Problems
160916-000057	9/16/2016		Janelle	Janelle	*Customer stated they have experienced a long hold time/delay when connecting to Relay.	9/16/2016	Customer Care apologized to the customer and stated information would be forwarded to management. Customer was satisfied. Relay answered 95.2% within 10 seconds for the day.	Technical Complaints	Long Hold Time/Disconnect

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160918-000003	9/18/2016		Tyna	Tyna	Customer's friend said when calling 7-1-1 they are getting fax tones and the conversation is not showing on the display screen.	9/18/2016	Customer Care obtained information and was able to determine the customer was using a CapTel 840. Customer Care explained how to use the CapTel phone and calling 7-1-1 would not be necessary if making an outgoing call. Customer walked customer through making sure captions are turned on and how to make an outgoing call. Customer was satisfied.	Technical Complaints	Tech Issues 7-1-1 Problem
160919-000015	9/19/2016	9090	Derek	Janelle	*Customer stated that OPR would not revoice for them.	9/20/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department, which verified the OPR had processed the call and followed proper procedure. Information was forwarded to management and refresher training was not necessary. Customer was satisfied.	Service Complaints	Miscellaneous
160921-000069	9/21/2016		Erica	Erica	*Customer stated they have experienced a long hold time/delay when connecting to Relay.	9/22/2016	Customer Care apologized to the customer and stated information would be forwarded to management. Customer was satisfied. Relay answered 95.5% within 10 seconds for the day.	Technical Complaints	Long Hold Time/Disconnect
160922-000032	9/22/2016	9381	Dan	Dan	*Customer stated the OPR hung up on them.	9/23/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call. Information was forwarded to management; which determined the OPR followed proper procedure. The OPR did not receive refresher training in regards to this issue.	Service Complaints	OPR Hung Up on Caller
160922-000037	9/22/2016	9381	Jenn	Jenn	*Customer stated the OPR placed them on hold for a Supervisor and the OPR did not respond repeatedly when customer asked if they were on the line.	9/23/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the CA had processed the call. Information was forwarded to management; which determined that the CA did follow proper procedure. CA did not receive refresher training in regards to this issue.	Service Complaints	Miscellaneous
160922-000040	9/22/2016	9146	Dan	Dan	*Customer stated their STS call was handled improperly. Customer stated the OPR was talking over them when the customer was trying to provide instructions for the call.	9/23/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call. Information was forwarded to management; which determined the OPR followed proper procedure. The OPR did not receive refresher training in regards to this issue.	Service Complaints	STS Call Handling Problems

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160922-000056	9/22/2016	9004	Jenn	Jenn	*Customer stated the OPR was "parroting" them while on a call with someone.	9/26/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call and did follow proper procedure. OPR did not receive refresher training in regards to this issue.	Service Complaints	Miscellaneous
160923-000017	9/23/2016	9146	Jenn	Jenn	*Customer stated the OPR refused to give their OPR number.	9/23/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call and did follow proper procedure. OPR did not receive refresher training in regards to this issue.	Service Complaints	Miscellaneous
160923-000062	9/23/2016		Jenn	Jenn	*Customer stated OPR could not hear them.	9/23/2016	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring to. Customer was notified.	Service Complaints	Miscellaneous
160925-000013	9/25/2016	1218	Carey	Carey	Customer stated the OPR hung up on them.	9/26/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call. Information was forwarded to management; which determined that the OPR did follow proper procedure. OPR did not receive refresher training in regards to this issue.	Service Complaints	OPR Hung Up on Caller
160929-000078	9/29/2016	9239	Erica	Erica	*Customer stated the OPR pretended they could not hear the customer.	9/30/2016	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring to. Customer was notified.	Service Complaints	Miscellaneous
160930-000038	9/30/2016		Jenn	Jenn	*Customer stated their STS call was handled improperly. Customer refused to provide call details.	9/30/2016	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring too. Customer was notified.	Service Complaints	STS Call Handling Problems

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160930-000048	9/30/2016	1330	Jenn	Jenn	*Customer stated the OPR hung up on them.	10/4/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call and followed proper procedure. OPR did not receive refresher training in regards to this issue.	Service Complaints	OPR Hung Up on Caller
161004-000093	10/4/2016	4091	Gabi	Erica	Customer stated the OPR hung up on them.	10/5/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call and followed proper call procedure. Information was forwarded to management; no refresher training was necessary. Customer was satisfied.	Service Complaints	OPR Hung Up on Caller
161010-000009	10/9/2016	9179	Mollie	Mollie	*Customer stated their STS call was handled improperly, the OPR asked for verification of a number to dial.	10/21/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call. Information was forwarded to management; which determined the OPR followed proper procedure. The OPR did not receive refresher training in regards to this issue.	Service Complaints	STS Call Handling Problems
161010-000086	10/10/2016		Erica	Erica	Representative from a medical company stated the OPR requested their long distance carrier to place a call to a TTY user. When representative did not know the long distance carrier, the OPR transferred the representative to Customer Care.	10/10/2016	Customer Care attempted to acquire additional details; representative disconnected.	Technical Complaints	Long Distance/Billing Issues
161011-000080	10/11/2016		Janelle	Janelle	*Customer stated the OPR did not follow their instructions.	10/11/2016	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring to.	Service Complaints	Miscellaneous
161012-000093	10/12/2016		Tyna	Tyna	*Customer stated their STS call was handled improperly, the OPR kept asking customer to repeat and stated could not hear them.	10/14/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call. Information was forwarded to management; which determined the OPR followed proper procedure. The OPR did not receive refresher training in regards to this issue.	Service Complaints	STS Call Handling Problems

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161013-000114	10/13/2016	1219	Erica	Erica	Customer stated the OPR hung up on them.	10/14/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call and followed correct procedure. Information was forwarded to management, no refresher training necessary. Customer was satisfied.	Service Complaints	OPR Hung Up on Caller
161017-000123	10/17/2016	4097	Dan	Dan	Customer stated that the OPR made a lot of typing errors during the call.	10/25/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call. Information was forwarded to management and OPR received refresher training in regards to this issue. Customer was satisfied. OPRs last typing score was 93.5 WPM with 98% accuracy.	Service Complaints	OPR Accuracy/Spelling/Verbatim
161018-000104	10/18/2016	9075	Erica	Erica	*Customer wanted to make a complaint but did not provide any call details.	10/18/2016	Customer Care apologized and requested call details. Customer disconnected before reporting call details; without call details no information could be located in regards to the call the customer was referring to. Customer disconnected.	Service Complaints	Miscellaneous
161018-000109	10/18/2016		Dan	Dan	*Customer stated the OPRs are having trouble hearing them. Customer stated there is sometimes static on the line.	10/18/2016	Customer stated that the interference was due to static on their phone line. Customer Care referred the customer to their telephone service provider for further assistance. Customer understood.	External Complaints	Miscellaneous
161020-000050	10/20/2016	9025	Tyna	Tyna	*Customer stated their STS call was handled improperly.	10/24/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call. Information was forwarded to management; which determined the OPR followed proper procedure. The OPR did not receive refresher training in regards to this issue.	Service Complaints	STS Call Handling Problems
161020-000052	10/20/2016	9251	Tyna	Tyna	*Customer stated their STS call was handled improperly.	10/24/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call. Information was forwarded to management; which determined the OPR followed proper procedure. The OPR did not receive refresher training in regards to this issue.	Service Complaints	STS Call Handling Problems

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161020-000061	10/20/2016	9146	Jenn	Jenn	*Customer stated their STS call was handled improperly.	10/21/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call and followed proper procedure. OPR did not receive refresher training in regards to this issue. Customer was notified.	Service Complaints	STS Call Handling Problems
161023-000040	10/23/2016	1330	Jennifer	Jennifer	*Customer stated the OPR did not follow their instructions.	11/18/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call and followed proper procedure. Information was forwarded to management and refresher training was not necessary. Customer was satisfied.	Service Complaints	Miscellaneous
161026-000129	10/26/2016		Carey	Carey	*Customer stated that they requested the OPR hold for less than one minute and the OPR hung up on them.	10/27/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call. Information was forwarded to management ; which determined that the OPR did follow proper procedure. OPR did not receive refresher training in regards to this issue.	Service Complaints	OPR Hung Up on Caller
161028-000042	10/28/2016		Tyna	Tyna	*Customer asked for the supervisor and the person was posing as a supervisor.	10/28/2016	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring too. Customer was notified.	Service Complaints	STS Call Handling Problems
161105-000035	11/5/2016	9056	Carey	Carey	Customer stated the OPR hung up on them.	11/8/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call. Information was forwarded to management and OPR received refresher training in regards to this issue. Customer was satisfied.	Service Complaints	OPR Hung Up on Caller
161105-000047	11/5/2016		Sam	Sam	*Customer stated that faulty electrical wiring in their home causes garble on their TTY.	11/5/2016	Customer Care provided several tips for clearing garble during a call and referred the customer to their electric company regarding the issues with wiring. Customer understood.	External Complaints	Miscellaneous

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161110-000058	11/10/2016	1330	Jenn	Jenn	*Customer stated their STS call was handled improperly.	11/15/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call and followed proper procedure. OPR did not receive refresher training in regards to this issue.	Service Complaints	STS Call Handling Problems
161111-000093	11/11/2016	9296	Erica	Erica	*Customer stated the OPR hung up on them.	11/15/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call and followed proper call procedure. Information was forwarded to management and no refresher training was necessary. Customer was satisfied.	Service Complaints	OPR Hung Up on Caller
161113-000028	11/13/2016		Dan	Dan	*Customer stated they are hearing static on the line when calling Directory Assistance and reaching a center in the Philippines.	11/13/2016	Customer Care advised the customer they would need to direct this complaint to Directory Assistance. Customer disconnected.	External Complaints	Miscellaneous
161114-000111	11/14/2016		Tyna	Tyna	Customer stated the OPR dialed the incorrect number.	11/14/2016	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring to.	Service Complaints	OPR Misdialed Number
161115-000051	11/15/2016	9350	Jenn	Jenn	*Customer stated their STS call was handled improperly.	11/22/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call and followed proper procedure. OPR will not receive refresher training in regards to this issue.	Service Complaints	STS Call Handling Problems
161115-000068	11/15/2016		Carey	Carey	*Customer stated that a Supervisor came on the line and did not identify themselves by providing their name to the customer.	11/16/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the Supervisor had assisted with the call. Information was forwarded to management and Supervisor received refresher training in regards to this issue. Customer was satisfied.	Service Complaints	Miscellaneous

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161118-000086	11/18/2016	9296	Dan	Dan	*Customer stated they asked the OPR to revoice and the OPR asked the customer to repeat.	11/21/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call. Information was forwarded to management; which determined the OPR followed proper procedure. The OPR did not receive refresher training in regards to this issue.	Service Complaints	Miscellaneous
161118-000096	11/18/2016		Dan	Dan	*Customer stated they requested a Supervisor and no Supervisor ever came to address their concerns.	11/18/2016	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring to. Customer was notified.	Service Complaints	Miscellaneous
161118-000097	11/18/2016	9296	Dan	Dan	*Customer stated the OPR did not follow policy/procedure.	11/28/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call. Information was forwarded to management; which determined the OPR followed proper procedure. The OPR did not receive refresher training in regards to this issue.	Service Complaints	Didn't Follow Policy/Procedure
161118-000098	11/18/2016	9410	Dan	Dan	*Customer stated the OPR did not follow policy/procedure.	11/28/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call. Information was forwarded to management; which determined the OPR followed proper procedure. The OPR did not receive refresher training in regards to this issue.	Service Complaints	Didn't Follow Policy/Procedure
161118-000100	11/18/2016	Sup Donnie	Dan	Dan	*Customer stated the Supervisor was "wearing her out". Customer refused to provide specific details.	11/18/2016	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring to. Customer was notified.	Service Complaints	Miscellaneous

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161120-000008	11/20/2016		Tyna	Tyna	*Customer wanted to express their concerns to management about long times reaching businesses and OPR hold time when customer need to step away from the telephone.	11/20/2016	Customer Care explained Relay is not able to control hold times when calling a business but OPR will remain on line while waiting for a live representative. Customer Care also explained policy/procedure for OPR hold time with no term on the line. Customer Care forwarded information to management who acknowledged its receipt. Customer was satisfied.	External Complaints	Miscellaneous
161120-000034	11/20/2016	1330	Tyna	Tyna	*Customer stated their STS call was handled improperly. Customer gave the OPR instructions and the OPR did not listen and the Supervisor did not announce themselves when taking the call.	11/30/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call. Information was forwarded to management; and OPR and Supervisor received refresher training in regards to this issue. Customer was satisfied.	Service Complaints	STS Call Handling Problems
161122-000067	11/22/2016	9146	Jenn	Jenn	*Customer stated their STS call was handled improperly due to the OPR disconnecting their call with someone on the line.	11/29/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call and followed proper procedure as well as that call was disconnected by the orig. OPR did not receive refresher training in regards to this issue.	Service Complaints	STS Call Handling Problems
161125-000059	11/25/2016	9410	Dan	Dan	*Customer stated the OPR did not follow policy/procedure.	11/25/2016	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring to. Customer was notified.	Service Complaints	Didn't Follow Policy/Procedure
161127-000025	11/27/2016	9034	Lenny	Lenny	*Customer stated their STS call was handled improperly because the OPR asked them to repeat several times.	11/29/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call and followed proper procedure. OPR did not receive refresher training in regards to this issue.	Service Complaints	STS Call Handling Problems
161128-000023	11/28/2016		Tyna	Tyna	Customer stated the OPR dialed the incorrect number.	11/28/2016	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring too.	Service Complaints	OPR Misdialed Number

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161129-000097	11/29/2016	9418	Jenn	Jenn	*Customer stated their STS call was handled improperly because the OPR was not listening to them.	11/30/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call and followed proper procedure. OPR will not receive refresher training in regards to this issue.	Service Complaints	STS Call Handling Problems
161130-000069	11/30/2016		Tyna	Tyna	*Customer stated the supervisor was backing the OPR and not the customer when they filed a complaint the OPR was not following instructions.	12/5/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call. Information was forwarded to management; which determined the OPR/Supv followed proper procedure. The OPR did not receive refresher training in regards to this issue.	Service Complaints	Miscellaneous
161130-000095	11/30/2016		Erica	Erica	*Customer stated they have experienced a long hold time/delay when connecting to Relay.	12/1/2016	Customer Care apologized to the customer and stated information would be forwarded to management. Customer was satisfied. Relay answered 97.2% within 10 seconds for the day.	Technical Complaints	Long Hold Time/Disconnect
161130-000103	11/30/2016	1337	Jacob	Erica	*Customer requested to file a complaint.	11/30/2016	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring to. Customer was notified.	Service Complaints	Miscellaneous
161206-000089	12/6/2016		Erica	Erica	Customer stated that the OPRs made a lot of typing errors during the call.	12/6/2016	Customer Care apologized and stated information would be forwarded to management. Customer was satisfied.	Service Complaints	OPR Accuracy/Spelling/Verbatim
161206-000090	12/6/2016		Jenn	Jenn	*Customer stated they feel there should be more female CAs.	12/6/2016	Customer Care thanked the customer for their feedback and forwarded the information to management. Customer was satisfied.	Service Complaints	Miscellaneous
161207-000054	12/7/2016	9025	Celeste	Celeste	*Customer stated the OPR was mocking them and asking questions which was none of their business.	12/9/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call. Information was forwarded to management; which determined the OPR followed proper procedure. The OPR did not receive refresher training in regards to this issue.	Service Complaints	Miscellaneous

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161208-000098	12/8/2016		Dan	Dan	*Customer stated they have experienced a long hold time/delay when connecting to Relay.	12/8/2016	Customer Care apologized to the customer and stated information would be forwarded to management. Customer was satisfied. Relay answered 96.9% within 10 seconds for the day.	Technical Complaints	Long Hold Time/Disconnect
161209-000006	12/9/2016		Carey	Carey	Customer stated they are attempting to place a call with a calling card and the calling card is not working.	12/9/2016	Customer Care apologized and referred the customer to the company that supplied the calling card. Customer was satisfied.	External Complaints	Miscellaneous
161209-000035	12/9/2016	9035	Tyna	Tyna	*Customer stated was on a call with an OPR and they hung up, got a dial tone, called back into Relay and reached a new OPR but the previous OPR was still on the line.	12/30/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call. Information was forwarded to management; which determined the OPR followed proper procedure. The OPR did not receive refresher training in regards to this issue.	Technical Complaints	Tech Issues STS Problem
161211-000017	12/11/2016	9025	Erica	Erica	*Customer stated the OPR did not provide their OPR number.	12/11/2016	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring to. Customer understood.	Service Complaints	Didn't Follow Policy/Procedure
161213-000023	12/13/2016	9108	Carey	Carey	*Customer stated the OPR did not follow policy/procedure. Customer stated the OPR did not revoice and when the customer asked the OPR if they were on the line, the OPR would not respond.	12/19/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call; however, there was a technical issue at the work station which resulted in the OPR being unable to communicate with the customer. Information was forwarded to management; which determined that the OPR did follow proper procedure. OPR did not receive refresher training in regards to this issue.	Service Complaints	Didn't Follow Policy/Procedure
161213-000089	12/13/2016	9403	Dan	Dan	*Customer stated their STS call was handled improperly. Customer stated the OPR was talking over the recording.	12/15/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call. Information was forwarded to management; which determined the OPR followed proper procedure. The OPR did not receive refresher training in regards to this issue.	Service Complaints	STS Call Handling Problems

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161215-000055	12/15/2016	9146	Jenn	Jenn	*Customer stated their STS call was handled improperly due to the OPR not listening to the customer and ignoring them.	12/19/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR processed the call and followed proper procedure. OPR did not receive refresher training in regards to this issue.	Service Complaints	STS Call Handling Problems
161215-000063	12/15/2016	9034	Tyna	Tyna	*Customer stated the OPR did not keep them informed during their call.	12/22/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call. Information was forwarded to management; which determined the OPR followed proper procedure. The OPR did not receive refresher training in regards to this issue.	Service Complaints	OPR Didn't Keep User Informed
161221-000058	12/21/2016		Carey	Carey	*Customer stated their STS call was handled improperly. Customer stated the OPRs do not follow instructions.	12/21/2016	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring too. Customer was notified.	Service Complaints	STS Call Handling Problems
161222-000056	12/22/2016	9381	Jenn	Jenn	*Customer stated their STS call was handled improperly as the OPR would not respond to the customer when prompted.	12/28/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR did process the call and followed proper procedure. The OPR did not receive refresher training in regards to this issue.	Service Complaints	STS Call Handling Problems
161228-000068	12/28/2016	9296	Erica	Erica	*Customer stated that they could not understand the OPR and the OPR would not speak up when requested.	12/30/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call. Information was forwarded to management; which determined the OPR followed proper procedure. The OPR did not receive refresher training in regard to this issue.	Service Complaints	Poor Vocal Clarity/Enuciation
161228-000069	12/28/2016	1347	Jenn	Jenn	*Customer stated their STS call was handled improperly due to the OPR not being able to understand the customer or revoice for them.	1/7/2017	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call. OPR received refresher training in regards to this issue. Customer was notified.	Service Complaints	STS Call Handling Problems

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161231-000018	12/31/2016		Tyna	Tyna	*Customer stated their STS call was handled improperly. The OPR was too slow so they hung up on them.	12/31/2016	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring too. Customer was notified.	Service Complaints	STS Call Handling Problems
170103-000055	1/3/2017	9025	Jenn	Jenn	*Customer stated their STS call was handled improperly as the OPR was not revocing fast enough.	2/1/2017	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR did process the call and followed proper procedure. OPR will not receive refresher training in regards to this issue.	Service Complaints	STS Call Handling Problems
170103-000057	1/3/2017	9090	Dan	Dan	*Customer stated their STS call was handled improperly. Customer stated the OPR did not properly navigate an automated system.	1/5/2017	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call. Information was forwarded to management; which determined the OPR followed proper procedure. The OPR did not receive refresher training in regards to this issue.	Service Complaints	STS Call Handling Problems
170104-000025	1/4/2017		Matt	Matt	*Customer wished to voice a general complaint.	1/4/2017	Customer Care thanked the customer and forwarded the information to Management; who acknowledged its receipt.	Service Complaints	Miscellaneous
170104-000071	1/4/2017	9239 and 1330	Dan	Dan	*Customer made a complaint against two different OPRs. Customer disconnected without providing any call details.	1/4/2017	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring to. Customer was notified.	Service Complaints	Miscellaneous
170107-000012	1/7/2017		Jenn	Jenn	*Customer stated a Verizon Directory Assistance Representative was very rude and disrespectful to them over the phone.	1/7/2017	Customer Care referred the customer to Verizon for further assistance in filing a complaint. Customer understood.	External Complaints	Miscellaneous
170110-000047	1/10/2017	9090	Jenn	Jenn	*Customer stated their STS call was handled improperly due to the OPR speaking their greeting too slowly.	1/12/2017	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified OPR had processed the call and followed proper procedure. OPR did not receive refresher training in regards to this issue. Customer was notified.	Service Complaints	STS Call Handling Problems

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170112-000085	1/12/2017		Dan	Dan	*Customer stated they have experienced a long hold time/delay when connecting to Relay.	1/16/2017	Customer Care apologized to the customer and stated information would be forwarded to management. Customer was satisfied. Relay answered 94.5% within 10 seconds for the day.	Technical Complaints	Long Hold Time/Disconnect
170113-000073	1/13/2017	9078	Jenn	Jenn	*Customer made a general complaint about a Supervisor and also made a general complaint stating they don't feel the Operators do a good job.	1/13/2017	Customer Care apologized and stated information would be forwarded to the Customer Care manager as specifically requested. Customer was notified.	Service Complaints	Miscellaneous
170114-000015	1/14/2017	9081	Erica	Erica	*Customer stated their STS call was handled improperly due to the OPR pausing until the customer begins speaking and then the OPR begins speaking.	1/20/2017	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified that the OPR identified did not process a call for the originator. Information was forwarded to management and no refresher training was necessary. Customer was satisfied.	Service Complaints	STS Call Handling Problems
170114-000022	1/14/2017	9081	Erica	Erica	*Customer stated that they could not understand the OPR.	1/14/2017	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring to. Customer was notified.	Service Complaints	Poor Vocal Clarity/Enunciation
170115-000004	1/14/2017		Sam	Erica	*Customer stated the Relay Customer Care representative did not answer their question.	1/15/2017	Customer Care apologized and stated would forward information to management. Customer declined to give call detail information and informed Supervisor to disconnect the call with Customer Care. Customer disconnected	Service Complaints	Miscellaneous
170116-000039	1/16/2017		Jenn	Jenn	*Customer stated they are being treated disrespectfully by a Supervisor with Directory Assistance.	1/16/2017	Customer Care referred the customer to Directory Assistance to file a complaint. Customer requested to speak with the Customer Care Manager. Customer Care Manager explained to the customer that Relay does not have any control over Directory Assistance. Customer asked that an email be sent to Relay management voicing her concern. Email sent and acknowledged. Customer was satisfied.	External Complaints	Miscellaneous
170117-000085	1/17/2017		Brandon	Erica	*Customer stated the OPR hung up on them.	1/20/2017	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call and followed proper disconnect procedures. Information was forwarded to management and no refresher training was necessary. Customer was satisfied.	Service Complaints	OPR Hung Up on Caller

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Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Description of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
170120-000011	1/20/2017		Matt	Matt	*Customer wished to give a general complaint against Relay.	1/20/2017	Customer Care attempted to gather more information but customer became angry and disconnected the call.	Service Complaints	Miscellaneous
170121-000020	1/21/2017		Dan	Dan	Customer stated they have been receiving suspicious telephone calls through Relay.	1/21/2017	Customer Care suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Care explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.	Service Complaints	Suspicious/Harassment Call
170122-000007	1/22/2017	9025	Dan	Dan	*Customer stated the OPR did not follow policy/procedure.	1/24/2017	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call. Information was forwarded to management; which determined the OPR followed proper procedure. The OPR did not receive refresher training in regards to this issue.	Service Complaints	Didn't Follow Policy/Procedure
170122-000008	1/22/2017		Dan	Dan	*Customer demanded that it be noted that we need to hire more females.	1/22/2017	Customer Care forwarded the information to management, who acknowledged receipt. Customer was satisfied.	Service Complaints	Miscellaneous
170124-000045	1/24/2017		Tyna	Tyna	~Customer stated their STS call was handled improperly. Customer stated the OPR did not answer questions or know what they were doing.	1/24/2017	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring to. Customer was notified.	Service Complaints	STS Call Handling Problems
170126-000085	1/26/2017		Tyna	Tyna	*Customer demanded a manager and wanted to speak to one regarding a supervisor hanging up on them.	1/26/2017	Customer Care apologized but a manager was not available at the time of their call. Customer Care offered to take information and forward to management. Information was forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring to. Customer was notified.	Service Complaints	Miscellaneous
170202-000001	2/2/2017		Erica	Erica	*Customer stated they have experienced a long hold time/delay when connecting to Relay.	2/8/2017	Customer Care apologized to the customer and stated information would be forwarded to management. Customer was satisfied. Relay answered 99% within 10 seconds for the day.	Technical Complaints	Long Hold Time/Disconnect

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170202-000047	2/2/2017	1330	Jenn	Jenn	*Customer stated that the OPR and all other OPRs are not giving the correct greeting.	2/2/2017	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring to. Customer was notified.	Service Complaints	Miscellaneous
170203-000012	2/3/2017	9034	Tyna	Tyna	*Customer stated their STS call was handled improperly. The OPR kept interrupting the customer.	2/10/2017	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call. Information was forwarded to management; which determined the OPR followed proper procedure. The OPR did not receive refresher training in regards to this issue.	Service Complaints	STS Call Handling Problems
170205-000009	2/5/2017	9034	Jenn	Jenn	*Customer stated their STS call was handled improperly as the OPR speaks their greeting too slowly.	2/6/2017	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR processed the call and followed proper procedure. OPR did not receive refresher training in regards to this issue.	Service Complaints	STS Call Handling Problems
170207-000039	2/7/2017		Tyna	Tyna	*Customer stated they are tired of the OPRs and Supervisors attitude.	2/7/2017	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring to. Customer was notified.	Service Complaints	Miscellaneous
170207-000063	2/7/2017	9381	Jenn	Jenn	*Customer stated the OPR did not follow policy/procedure.	2/9/2017	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR did process the call and followed proper procedure. OPR did not receive refresher training in regards to this issue.	Service Complaints	Didn't Follow Policy/Procedure
170209-000057	2/9/2017		Erica	Erica	Customer stated when they call long distance, they receive a recording not generated by Relay.	2/9/2017	Customer Care referred the customer to their telephone company for additional information. Customer understood.	External Complaints	Miscellaneous
170214-000013	2/14/2017		Tyna	Tyna	*Customer stated Directory Assistance gave the wrong number.	2/14/2017	Customer Care explained the complaint would need to be made with Directory Assistance if they provided incorrect information. Customer refused information asked for Manager and/or another Representative. Customer Care advised no one available at this time. Customer disconnected.	External Complaints	Miscellaneous

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170214-000014	2/14/2017	1330	Tyna	Tyna	*Customer stated the OPR refused to help the customer.	2/14/2017	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring to. Customer was notified.	Service Complaints	Miscellaneous
170216-000048	2/16/2017	9381	Jenn	Jenn	*Customer stated their STS call was handled improperly due to the OPR not speaking loudly so their called party could hear them.	2/22/2017	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department and verified the OPR had processed the call and followed proper procedure. OPR will not receive refresher training in regards to this issue.	Service Complaints	STS Call Handling Problems
170216-000076	2/16/2017		Jenn	Jenn	*Customer stated that none of the Operators were doing a good job.	2/16/2017	Customer Care attempted to gather more information. Customer became angry and refused to provide any call detail. Customer disconnected.	Service Complaints	Miscellaneous
170216-000084	2/16/2017		Jenn	Jenn	*Customer called into Customer Care to make a complaint about an OPR that was not clearly stated.	2/16/2017	Customer Care attempted to gather information, however, customer's voice was muffled and extremely hard to understand. Customer refused to provide any details, became angry, and disconnected the call.	Service Complaints	Miscellaneous
170222-000075	2/22/2017		Kacie	Kacie	*Customer stated there was no answer when attempting to dial into the Massachusetts Relay Service.	2/22/2017	Customer Care apologized and placed a test call to the Massachusetts STS Relay Service, which was successful. Customer Care attempted to gather information from the customer; which was unsuccessful. Customer disconnected.	Service Complaints	Ringling/No Answer
170223-000089	2/23/2017		Erica	Erica	Customer stated they were receiving garble during the call.	2/23/2017	Customer Care provided several troubleshooting tips for clearing garble during a call. Customer stated they would call back if garble continued. Customer was satisfied. There has been no further contact from the customer in regards to this issue.	Technical Complaints	Garbling
170228-000070	2/28/2017		Jenn	Jenn	*Customer was attempting to file a complaint against Directory Assistance.	2/28/2017	Customer Care advised the customer they would need to file the complaint with Directory Assistance. Customer understood.	External Complaints	Miscellaneous
170228-000084	2/28/2017		Erica	Erica	*Customer stated the OPRs do not follow instructions.	2/28/2017	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring to. Customer was notified.	Service Complaints	Miscellaneous

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170228-000088	2/28/2017		Erica	Erica	*Customer suggested the OPRs have a way to mute the terminating party for instances such as long hold times.	2/28/2017	suggestion and forwarded information to management; who acknowledged its receipt. Customer was satisfied.	General Information	Miscellaneous
170307-000028	3/7/2017	1330	Jenn	Jenn	*Customer stated a Supervisor was very rude to them and disconnected their call.	3/9/2017	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call. Information was forwarded to management; which determined the OPR followed proper procedure. The OPR did not receive refresher training in regards to this issue.	Service Complaints	Miscellaneous
170308-000037	3/8/2017	9081	Kacie	Kacie	*Customer stated the OPR dialed the incorrect number.	3/14/2017	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call. Information was forwarded to management; which determined the OPR followed proper procedure. The OPR did not receive refresher training in regards to this issue.	Service Complaints	OPR Misdialed Number
170308-000039	3/8/2017	9025	Mary	Mary	*Customer wished to file a complaint but hung up before providing details.	3/8/2017	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regard to the call the customer was referring to. Customer was notified.	Service Complaints	Miscellaneous
170308-000047	3/8/2017		Tyna	Tyna	* Customer wanted to file a strong complaint against a supervisor.	3/8/2017	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring to. Customer was notified.	Service Complaints	Miscellaneous
170309-000053	3/9/2017	9146	Kacie	Kacie	*Customer wanted to file a complaint, but hung up before providing details.	3/9/2017	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring to. Customer was notified.	Service Complaints	Miscellaneous

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Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Description of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
170310-000046	3/10/2017		Mary	Mary	*Customer wanted to file a complaint against a Customer Care Representative.	3/27/2017	Customer Care forwarded information to management, whom acknowledged its receipt. Information was forwarded to management; which determined the Customer Care Representative followed proper procedure and did not receive refresher training in regards to this issue. Customer was satisfied.	Service Complaints	Miscellaneous
170311-000017	3/11/2017	9257	Sam	Sam	*Customer stated that they could not understand the OPR.	3/14/2017	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call. Information was forwarded to management; which determined the OPR followed proper procedure. The OPR did not receive refresher training in regards to this issue.	Service Complaints	Poor Vocal Clarity/Enuciation
170311-000013	3/11/2017	9257	Kacie	Kacie	*Customer stated the OPR dialed the incorrect number.	3/14/2017	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call. Information was forwarded to management; which determined the OPR followed proper procedure. The OPR did not receive refresher training in regards to this issue.	Service Complaints	OPR Misdialed Number
170313-000067	3/13/2017		Dan	Dan	Customer stated that the OPRs were making a lot of typing errors during their calls.	3/13/2017	Customer Care apologized and requested call detail information. Customer disconnected without providing any details.	Service Complaints	OPR Accuracy/Spelling/Verbatim
170317-000029	3/17/2017	9025	Dan	Dan	*Customer stated the OPR did not follow policy/procedure.	3/23/2017	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call. Information was forwarded to management; which determined the OPR followed proper procedure. The OPR did not receive refresher training in regards to this issue.	Service Complaints	Didn't Follow Policy/Procedure
170318-000007	3/18/2017	9146	Kacie	Kacie	*Customer stated the OPR could not hear and needed to turn up the volume in headphones because she had to repeat herself three times.	3/21/2017	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call. Information was forwarded to management; which determined the OPR followed proper procedure. The OPR did not receive refresher training in regards to this issue.	Service Complaints	Miscellaneous

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Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Description of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
170320-000068	3/20/2017	9019	Mary	Mary	*Customer stated the OPR hung up on them.	3/24/2017	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call. Information was forwarded to management; which determined the OPR followed proper procedure. The OPR did not receive refresher training in regards to this issue.	Service Complaints	OPR Hung Up on Caller
170320-000072	3/20/2017		Erica	Erica	*Customer attempted to file a complaint, however the customer was upset to the point of being unintelligible.	3/20/2017	Customer Care was unable to acquire call detail information before the customer disconnected.	Service Complaints	Miscellaneous
170320-000075	3/20/2017	9249	Erica	Erica	*Customer stated the OPR provided the incorrect information.	3/24/2017	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call. Information was forwarded to management; which determined the OPR followed proper procedure. The OPR did not receive refresher training in regards to this issue.	Service Complaints	OPR Gave Wrong Information
170322-000069	3/22/2017	9146	Jenn	Jenn	*Customer stated the OPR did not follow policy/procedure.	3/23/2017	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call. Information was forwarded to management; which determined the OPR followed proper procedure. The OPR did not receive refresher training in regards to this issue.	Service Complaints	Didn't Follow Policy/Procedure
170324-000043	3/24/2017	1330	Jenn	Jenn	*Customer stated the OPR is speaking slow on purpose.	3/28/2017	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department which verified the OPR followed proper procedure. OPR did not receive refresher training in regards to this issue.	Service Complaints	Miscellaneous
170325-000018	3/25/2017	9381	Kacie	Kacie	*Customer stated the OPR released their call improperly.	3/30/2017	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call. Information was forwarded to management; which determined the OPR followed proper procedure. The OPR did not receive refresher training in regards to this issue.	Service Complaints	Improper Use of Call Release

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170328-000059	3/28/2017	1330	Mary	Mary	*Customer stated their STS call was handled improperly by repeating instructions back to the customer and was intentionally harassing the customer.	4/3/2017	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call. Information was forwarded to management; which determined the OPR followed proper procedure. The OPR did not receive refresher training in regard to this issue.	Service Complaints	STS Call Handling Problems
170329-000006	3/29/2017		Jenn	Jenn	*Customer made a general complaint that the Operators are not keeping them informed during calls.	3/29/2017	Customer Care forwarded customer's general complaint to management. Customer was notified.	Service Complaints	Miscellaneous
170403-000044	4/3/2017		Dan	Dan	*Customer stated they have experienced a long hold time/delay when connecting to Relay.	4/3/2017	Customer Care apologized to the customer and stated information would be forwarded to management. Customer was satisfied. Relay answered 98.6% within 10 seconds for the day.	Technical Complaints	Long Hold Time/Disconnect
170408-000016	4/8/2017		Sam	Sam	*Customer stated a specific Customer Care Representative was hard of hearing.	4/19/2017	Customer Care apologized and forwarded information to management; which determined Customer Care followed proper procedure.	Service Complaints	Miscellaneous
170412-000032	4/12/2017		Dan	Dan	* Customer stated they believed the OPR was still on their other line when they were calling Customer Care.	4/12/2017	Customer Care determined the issue may have been with the customer's phone service and referred them to their telephone service provider. Customer understood.	External Complaints	Miscellaneous
170413-000033	4/13/2017		Mary	Mary	*Customer stated the OPR was terrible and provided no further information.	4/13/2017	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regard to the call the customer was referring to. Customer was notified.	Service Complaints	Miscellaneous
170413-000045	4/13/2017	9381	Mary	Mary	*Customer stated the OPR did not keep them informed during their call.	4/18/2017	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call. Information was forwarded to management; which determined the OPR followed proper procedure. The OPR did not receive refresher training in regard to this issue.	Service Complaints	OPR Didn't Keep User Informed

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170414-000004	4/14/2017	9034	Kacie	Kacie	*Customer stated their STS call was handled improperly.	4/19/2017	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call. Information was forwarded to management; which determined the OPR followed proper procedure. The OPR did not receive refresher training in regards to this issue.	Service Complaints	STS Call Handling Problems
170414-000075	4/14/2017		Erica	Erica	*Customer stated the Mass STS line sounded distorted.	4/14/2017	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which was unable to locate any issues with the phone lines or OPR workstations. Calls were successfully processed without any report of distortion. Customer was notified.	Technical Complaints	Miscellaneous
170417-000008	4/16/2017		Jennifer	Jennifer	*Customer wished to file complaint against supervisor for not helping them.	4/17/2017	Customer Care apologized and acquired call detail information. Information was forwarded to management; which determined the Supervisor followed proper procedure. The Supervisor did not receive refresher training in regards to this issue.	Service Complaints	Miscellaneous
170419-000065	4/19/2017		Kacie	Kacie	*Customer stated several suggestions for STS OPR training.	4/20/2017	Customer Care thanked the customer for the suggestion and forwarded information to management; who acknowledged its receipt. Customer was satisfied.	General Information	Miscellaneous
170420-000075	4/20/2017		Erica	Erica	*Customer stated there were no female OPRs available.	4/20/2017	Customer Care apologized and explained attempts are made to ensure female OPRs are available, however, there may be times when they are busy assisting other customers. Customer was satisfied.	Service Complaints	Miscellaneous
170422-000006	4/22/2017		Mary	Mary	~Customer stated the Supervisor would not provide requested information.	4/27/2017	Customer Care apologized and acquired call detail information. Information was forwarded to management and the Supervisor received refresher training in regards to this issue. Customer was satisfied.	Service Complaints	Miscellaneous
170425-000054	4/25/2017		Dan	Dan	*Customer wanted to report a potential technical issue.	4/25/2017	Customer Care attempted to obtain call detail information. Customer refused to provide information and disconnected.	Technical Complaints	Miscellaneous
170425-000057	4/25/2017		Mary	Mary	*Customer wanted to file a complaint against a Customer Care Representative.	4/28/2017	Customer Care forwarded information to management, which determined the Customer Care Representative followed proper procedure and did not receive refresher training in regards to this issue. Customer was satisfied.	Service Complaints	Miscellaneous